

DEPARTMENT OF GENERAL SERVICES
Telecommunications Division
Office of Network Services

SPECIAL ATR BULLETIN 2005-05

June 1, 2005

**CORRECTION OF
STATE INTEGRATED BILLING SYSTEMS BILLING (SIBS) ERROR**

SBC discovered a billing error involving CALNET Centrex rates from January 31 through May 25, 2005. As the error involved only seven cents per line, for most customers the overcharges amounted to less than \$100.00 total. Credits for these overcharges will appear on the June 2005 SIBS invoice. New Centrex lines added after April 28, 2005 should be charged correctly.

- The following chart reflects the affected Centrex features:

<u>Description of Centrex Features</u>	<u>USOC</u>	<u>Incorrect Rate</u>	<u>CALNET Rate</u>
Primary Station w/Line Sharing	JCP++	\$0.57	\$0.50
Primary Station Line	RXR++	\$0.57	\$0.50
Primary Station Line Message Waiting Lamp	RXE++	\$8.07	\$8.00
EBS Primary Station Line	RXC++	\$2.22	\$2.15
CTX-IS Primary Station Line	SDNA+	\$0.57	\$0.50
Interior Station	RX5AX	\$0.42	\$0.35

- The above incorrect charges were on the April and May 2005 the SIBS invoices as follows:
 - **April 2005 invoice:** the Non-Recurring and Prorated Charges section shows the erroneous back-billed overcharges (January 31 – March 31, 2005); the Monthly Recurring section shows the erroneous April invoice overcharges.
 - **May 2005 invoice:** the Monthly Recurring section shows the erroneous May invoice overcharges.
- Credits for these overcharges will appear in the Credits and Adjustments section of the June 2005 bill.

Please direct any questions to your SBC Account Team's toll free number at (888-791-7427) or call your CALNET DGS-TD Resource Communications Center at (916) 657-9903 and ask to speak to a Customer Account Manager.



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